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National Operations Center

Fiscal Year 2012 Accomplishment Highlights

Delivering Services and Products that Add Value to the Work of the BLM

Excellence in Action!

BLM

Message from the Director

As I wrap up my first six months at the National Operations Center (NOC), I want to express my gratitude and appreciation to the employees, students, contractors, and volunteers who made fiscal year (FY) 2012 so successful. A lot has been accomplished by the NOC this past year, and those many accomplishments are highlighted in this document as testimony to the dedication and hard work of each and every member of the NOC team. Stepping into this role at mid-year provided me with an opportunity to better learn and understand the diverse work that is accomplished by the NOC in support of the Bureau of Land Management (BLM) mission. My goal is to build on the great work that has been completed since the NOC's inception in 2007, by delivering services and products that add value to the work of the BLM on the ground. The NOC is in a unique position to effect significant change in how the BLM does business, by tailoring services to meet the highest priorities of those working in the field, in the Washington Office, and at the national centers.

The last six months have also been a time of change. The NOC Leadership Team focused on business process improvements and recrafted the NOC vision and mission statements. The Program Management Office and the National Operations Board have been dissolved, as their primary goal was to help stand up the NOC, and this work is complete. The Division of Human Resources Services took on two new functions: Human Resources Security Operations and National Benefits Processing. The Division of Information Resources Management continued to work closely with the Department of the Interior (DOI) and the Washington Office to plan for the centralization of infrastructure under the Information Technology Transformation Initiative. Most importantly, the NOC began redesigning its budget process to bring the NOC budget in line with the BLM's budget cycle. Please read on for the other significant changes and accomplishments we have instituted.

These are exciting times, and I am proud to be part of the National Operations Center. We are and will continue to live up to our motto—**Excellence in Action!**

Ruth Welch
Director, National Operations Center

Director's Office Highlights

- Published new NOC mission and vision statements.
- Established a final table of organization.
- Dissolved the Program Management Office and National Operations Board.
- Closed the fiscal year with 99 percent of the budget spent.
- Completed the last of the American Recovery and Reinvestment Act projects.
- Reduced the NOC Director's Office staff by six positions.

Division of Human Resources Services Highlights

- Established the Branch of Security Operations to: (1) ensure BLM compliance with Homeland Security Presidential Directive 12 (HSPD-12) requirements for identity management, credentialing, and personnel security; and (2) support the confidential financial filer and drug-free workplace programs. The branch completed 277 high-level background investigations, issued more than 3,000 DOIAccess credentials, and conducted more than 1,400 drug tests.
- Provided operational support for the BLM's employee/labor relations community. This new service offers timely research, assistance, and union notifications to states and supports BLM employee/labor relations specialists.
- Completed the rollout of electronic Official Personnel Folder (eOPF) access to all BLM employees.
- Issued 41 seasonal nonfire vacancy announcements for the field.
- Coordinated the BLM's involvement in a new DOI-wide Employee Assistance Program contract.

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- Completed 56 new mandatory-use standard position descriptions (SPDs) for 11 mission critical occupational series and developed complementary standard job analysis, technical interview questions, and vacancy announcement templates.

- Provided BLM-wide classification services, completing 959 actions for the fiscal year, with each action being completed in an average of 10 days.

Division of Resource Services Highlights

- Collaborated with the U.S. Geological Survey to complete a baseline environmental report to support greater sage-grouse planning efforts and provided geospatial and quantitative data for past and present cumulative effects analyses and implemented the data management plan for all sage-grouse related datasets.

- Completed reports for seven rapid ecoregional assessments spanning 11 western states and provided ongoing geospatial data management.

- Implemented the Assessment, Inventory, and Monitoring (AIM) Strategy by developing national geospatial data layers in accordance with Geospatial Services Strategic Plan priorities; developing remote sensing technologies for decision support, landscape monitoring, and change detection; collaborating with field offices to initiate demonstration studies; and continuing efforts with the Natural Resources Conservation Service to expand National Resources Inventory sites onto public lands.

- Established the BLM Data Advisory Committee and Data Advisory Working Group to work on the formation of BLM data priorities and geospatial implementation issues; designed, tested, and deployed the new Enterprise GIS (eGIS) infrastructure; and provided geographic information system training at the Washington Office and Colorado, Wyoming, and Utah State Offices.

- Applied protocol from a 2011 memorandum of understanding regarding air quality analyses by providing air resources support services for the National Petroleum Reserve-Alaska Integrated Activity Plan/ Environmental Impact Statement (EIS) and the Upper Snake Field Office Resource Management Plan/EIS. Also, provided air quality expertise for renewable energy planning efforts in Arizona and Nevada and conventional energy planning efforts in Colorado, Montana, New Mexico, Utah, and Wyoming.

- Provided Automated Fluid Minerals Support System (AFMSS) user support and reports for 1,207 BLM users, 416 Office of Natural Resources Revenue users, 53 U.S. Forest Service users, and 1 Government Accountability Office user; provided oil and gas production accountability progress reports to the Washington Office; and initiated reviews on 100 percent of 115 new oil and gas production accountability cases and closed out 50 percent of the previous year's cases.

- Provided training to 246 students in the use of national planning systems and conducted 24 ePlanning training courses across 10 states representing 25 field offices.

- Provided technical consultation related to the refinement of the oil and gas emissions inventory analysis toolkit, development of the greenhouse gas and climate change toolkit, and the Utah Air Resource Management Air Modeling Strategy.

- Provided leadership regarding the use of unmanned aerial systems (UAS) within the DOI and established BLM protocol to help BLM offices acquire appropriate permits for the use of UAS on BLM-managed land; developed image processing capability specifically on UAS-acquired imagery; and supported the use of UAS technology in Arizona, Colorado, Idaho, and Washington.

- Supported archaeological and paleontological sites on National Landscape Conservation System (NLCS) lands with close-range photogrammetry documentation techniques that assessed and monitored visitor and vandalism impacts.

- Provided publishing support for national NLCS projects, including writing and editing, layout and design, and coordination of printing and distribution for posters, manuals, children activity books, handouts, and accomplishment reports. One NLCS publication earned a prestigious communicators award.

- Completed and printed the 1:500,000-scale Colorado state map and revised 57 1:100,000-scale maps for the states of Arizona, California, Colorado, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, and Wyoming.

- Managed the Recreation Management Information System (RMIS) in support of field operations and completed the annual review of RMIS data.

Division of Business Services Highlights

- Successfully prepared, completed, and submitted the BLM's contribution to the consolidated annual financial report of the DOI, receiving an unqualified audit opinion with no material weaknesses identified in FY 2012. Continued to reduce the number of "Notices of Findings and Recommendations" from past years.

- Successfully deployed D7 of the Financial Business Management System (FBMS) throughout the BLM.

- Continued improvements in Prompt Pay, achieving on-time payment for more than 98 percent of invoices and reducing the overall interest from $54,818 in FY 2011 to $17,866 in FY 2012. Also, a record high number of invoices were processed this year due to the severe fire season.

- Processed 106,909 payments worth a value of $2,849,015,506.

- Processed 47,433 travel vouchers worth a total of $13,416,020.

- Processed 1,647 commercial contracting actions worth a total value of $105,849,499 and processed 110 interagency agreement actions worth a total value of $37,194,216. Combined, total actions equal 1,757 worth a total value of $143,043,715.

- Processed 1,088,165 transactions totaling $1,219,163,417 through the Collection and Billing System.

- Coordinated 322 permanent change of station (PCS) moves.

- Completed the centralization of PCS coordination for the BLM and managed the BLM-wide charge card program for more than 18,100 accounts, with an annual volume of 650,300 transactions and $103,135,000 in charges.

- Submitted 19 location requirement packages to the U.S. General Services Administration to acquire real estate and space for the BLM.

- Reduced the BLM's 2010 baseline lease footprint by 174,855 rentable square feet. In addition, identified and recovered rent dollars valued at $320,448.

- Processed 525 vehicle and equipment orders with an acquisition value of $19,700,000.

- Processed 45 new capitalized real property assets into the FBMS with an acquisition cost of $42 million dollars.

- Processed 935 disposal documents involving 10,338 assets with an original acquisition cost of $11,746,565. Disposed of 663 Working Capital Fund (WCF) vehicles with proceeds of $7,686,168 for the WCF, including 57 fire trucks sold to rural fire departments.

- All BLM property assets were physically inventoried by local property managers at 137 state, center, district, and field offices. These include 47,340 property assets with a total value of $309,136,346. Each inventory item was validated as being accurate in the FBMS.

- The Printed Materials Distribution Services successfully tested and installed a state-of-the-art Federal Express shipping system that saved the BLM $25,000 in FY 2012, with additional savings of $3,000 annually thereafter. This was done with no downtime and zero disruption in service to BLM customers.

- Successfully converted all deposits so they are processed through the Department of the Treasury's OTCnet system.

- Managed and tracked more than 215 architecture and engineering (A&E) requests for A&E projects and deliverables, including 49 projects for Compliance Assessment - Safety, Health and the Environment (CASHE).

- Completed 65 bridge inspections and managed a national contract for the performance of 4,300 miles of BLM road condition assessment. Provided support for the BLM's submission for the Federal Highway Administration National Bridge Inventory.

- Maintained the Facility Asset Management System (FAMS), the BLM's real property inventory, which includes developing current cost estimates for the BLM and the annual and deferred maintenance needs.

Division of Information Resources Management Highlights

- Closed 15 BLM data centers as part of the DOI Data Center Consolidation Initiative. Implemented the DOI-wide mobile device management policies and procedures for all BLM tablets and phones, successfully beginning the transition to the DOI's Google-based e-mail system and making vital changes to the BLM network supporting the DOI's network improvement program.

- Implemented the Last Mile Improvement Project to improve the bandwidth and efficiency of data exchange among all sites within the BLM; placed more than 180 circuit improvement orders, including more than 40 high-priority orders improving field office connectivity; and installed dozens of special purpose information efficiency monitoring and management improvement devices, improving application performance.

- Supported Service First and interagency communications by providing critical wireless and intranet access to all Colorado federal agencies fighting wildfire. The processes and procedures developed for Colorado were then authorized for implementation to all firefighting centers throughout the BLM.

- Connected the U.S. Forest Service and DOI agencies at Service First locations by using a secure virtual private network.

- Supported the DOI's Information Technology Transformation Initiative by evaluating and awarding contracts, reviewing critical requirements, and evaluating proposals for the DOI-wide Cloud contract.

- Implemented Microsoft SharePoint 2010 capability within the BLM, converting many state and office Lotus Notes business workflows to the SharePoint environment and making interagency SharePoint sites available.

- Deployed Microsoft Lync capability within the BLM to enable both individual and group interactive collaboration sessions.

- Developed an online services list and a monitoring process to keep users informed about the current status of all major services.

- Co-led a pilot that introduced mobile devices, such as tablets and smart phones, to test and demonstrate the utility and feasibility of these types of devices within the BLM.

- Completed the operating specifications and concept of operations for wireless access for BLM visitors.

- Created an internal Information Technology Incident Command Team to resolve system-level incidents and all major system problems impacting BLM users.

- Completed numerous improvements to state, field, and center systems and applications:

  - Upgraded the Eastern States General Land Office to the Department of Homeland Security's Trusted Internet Connections-compliant Internet service via Reston Gateway.

  - Improved the performance of the BLM Flight Following and Resource Ordering and Status System (ROSS) applications by rerouting Alaska aviation communications to the Internet gateway in Anchorage.

  - Deployed multifunction printers at the NOC to reduce costs and improve efficiencies with more ecologically friendly machines that require less paper, less ink, and less electricity.

  - Completed validation and testing of wide area network video over internet protocol (VoIP) routing for 10 Oregon sites.

  - Supported the BLM Service First interagency video broadcast.

  - Completed the new rapid ecoregional assessment site, enabling multiagency access to data for sage-grouse and other mission priority projects.

  - Implemented the new mining claim maintenance fee site for 440,040 mining claims in LR2000.

  - More than 5,000 mineral material cases and 25,000 mining claim records were corrected as part of the LR2000 data improvement.

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